

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Commission,) Application No. 911-025/
on its own motion, to obtain) PI-121
proper 911 call metrics data for)
use in assessing funding) ORDER OPENING DOCKET AND
requests.) SEEKING COMMENTS
)
) Entered: August 15, 2006

BY THE COMMISSION:

The Commission opens the present docket on its own motion in order to obtain proper 911 call metrics data for use in assessing funding requests.

911 call metrics reports document the accuracy of call routing from wireless and landline carriers to public safety answering points (PSAPs) and show call volume.

The Commission previously opened Docket No. 911-003/PI-65 on October 8, 2002, seeking to determine whether it should obtain metrics data reports to monitor performance of wireless enhanced 911 service. No comments were filed in the docket. On January 22, 2003, the Commission entered an order finding that it shall obtain metrics data reports from local exchange carriers. Subsequently, on March 4, 2003, the Commission approved costs for Qwest to provide said reports. However, to date, no invoices have been received from Qwest for the costs of those reports and no payments made.

Alltel, now known as Windstream Nebraska, Inc. (Windstream) expressed concerns regarding confidentiality of the information sought by the Commission and refused to provide the reports without permission of the affected PSAPs. Additionally, Windstream did not have at the time a mechanism in place for collecting the required data. The Commission entered Progression Order No. 3 on April 11, 2006 ordering Windstream to provide the metrics reports and to submit costs. Windstream has since developed the necessary mechanism to collect the data. However, to date, Windstream has not provided call metrics reports to the Commission due to the fact that the costs have not yet been approved.

On May 30, 2006, the Enhanced Wireless 911 Advisory Board considered certain funding requests for PSAP equipment. Members of the advisory board discussed the need for a standard formula for reimbursement in order to distinguish between costs attributable to landline 911 service and those attributable to wireless 911 service. The Board voted to recommend that the Commission use a statewide ratio of 60/40 wireless calls to

landline call in order to allocate funding for shared equipment. The Board then recommended that 60/40 ratio be applied to the pending funding requests. Subsequently, the Commission staff reviewed the 911 metric reports and additional call data submitted by the PSAPs and recommended that the Commission provide funding based upon the actual wireless call volume rather than a statewide ratio. The Commission entered an order consistent with staff's recommendation finding that it should rely on actual call data for each PSAP rather than the statewide ratio proposed by the Board.

At its August 7, 2006 meeting, the Board expressed concern regarding the accuracy of the call metrics reports being provided by Qwest and renewed its recommendation on pending funding requests that the Commission use the 60/40 ratio.

The Commission believes it necessary to use actual call volume in determining funding requests pending the implementation of the permanent funding mechanism required by LB 1222. In order to obtain the most accurate call metrics available, the Commission hereby requests all interested parties to file comments regarding the following:

1. Are the current 911 call metrics reports identifying the number of wireless and non-wireless calls and call routing information provided to the Commission by local exchange carriers an accurate and complete representation of said information? If not, please provide an explanation as to why the metrics are not accurate and complete.
2. If the current reports are not accurate and complete, how can the Commission obtain from local exchange providers complete and accurate 911 call metrics identifying the number of wireless and non-wireless calls and necessary call routing information?
3. Could the Commission obtain 911 call metrics reports identifying the number of wireless and non-wireless calls and call routing information available from wireless carriers and/or PSAPs? Please explain.
4. How often should the call metrics data be collected?
5. How often should payment ratios be adjusted based upon changes in the call metrics data?
6. Should the Commission use a statewide average based upon the call metrics data or PSAP specific call metrics for allocating funding? Please explain.

All interested parties should file comments on the above-listed questions with the Commission **on or before September 18, 2006 at 5:00 p.m.** All parties filing comments should file one original and five paper copies and email one electronic copy to angela.melton@psc.ne.gov.

With respect to any funding orders entered previously and pending the outcome of this docket that have been based upon call metrics data, should the wireless call volume prove to be different than that reflected in the information available at the time the order was entered, the Commission may adjust funding for those funding requests in the future.

Pending the outcome of this docket, the Commission suspends all previous orders entered in 911-003/PI-65 with respect to payment for call metrics data.

O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that the above-captioned docket be, and it is hereby, opened to obtain proper 911 call metrics data for use in assessing funding requests.

IT IS FURTHER ORDERED that all interested parties should file comments on the above-listed questions with the Commission **on or before September 18, 2006 at 5:00 p.m.** All parties filing comments should file one original and five paper copies and email one electronic copy to angela.melton@psc.ne.gov.

IT IS FINALLY ORDERED that pending the outcome of this docket, the Commission suspends all previous orders entered in 911-003/PI-65 with respect to payment for call metrics data.

MADE AND ENTERED at Lincoln, Nebraska, this 15th day of August, 2006.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Chairman

ATTEST:

Executive Director